

SW 02519-06-0015

ORIGINAL



0000047725

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50900

Date: 4/6/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Raymond

Guerra

Account Name: Raymond & Carolyn Guerra

Home: (000) 000-0000

Street: n/a

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]
Sent: Wednesday, April 05, 2006 6:18 PM
To: Bradley Morton
Subject: Gold Canyon Sewer Company Rate Increase

Sir,

I would like to protest the proposed rate increase by the Algonquin Gold Canyon Sewer Company. Any rate height is totally unexpected given their promise of no new rate increases; however, a 100 percent rate increase is shocking! This is an outrageous request and should not be considered.

We ask for your support.

Thank you,
Raymond and Carolyn Guerra
Gold Canyon Resident
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton
Sent: Thursday, April 06, 2006 9:14 AM

Subject: RE: Gold Canyon Sewer Company Rate Increase

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 APR - 6 P 3:24

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Mr & Mrs Guerra,

I would like to acknowledge receipt of your opinion of the Gold Canyon Sewer Company rate case. I will docket your opinion which will make it part of the rate case and advise the Commissioners of your valuable concerns. Please contact me if you have further question at [REDACTED]

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50900

PLEASE FILE IN SW-02519A-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50911

Date: 4/6/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: R. Keith

James

Account Name: R. Keith James

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Mesa

CBR:

State: AZ Zip: 85206

is:

Utility Company: Gold Canyon Sewer Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

To whom it may concern:

Your attempt to raise the sewer bill my 100% is absolutely insane, everyone is entitled to a fair return on their investment but only a fair return. 10%-15% would be more than fair!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Docket No SW 02519A-06-0015

I called customer (spoke with Mrs. James) and acknowledged that the ACC is in receipt of their correspondence regarding their Opinion against such a high proposed rate increase. I told customer that their Opinion will be entered into our database for the record and that their Opinion will be docketed so that the Commissioners may have an opportunity to read their opinion before rendering their decisions. Customer thankful for the return call by ACC staff. CLOSED.

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50911

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORMInvestigator: Brad MortonPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2006 - 50897Date: 4/6/2006Complaint Description: 08A Rate Case Items - OpposedFirst:Last:Complaint By:

Joyce

Caughey

Account Name:

Joyce Caughey

Home: (480) 000-0000Street:

[REDACTED]

Work:City:

Gold Canyon

CBR:State:

AZ Zip: 85218

is:Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 02519A-06-0015

To whom it may concern:

Our sewer rates have increased once since we purchased our home in 1999. We are presently paying more than other surrounding areas for sewer.

As it stands now, we pay \$35 per month for 12 months of the year and we are only here 6 months or less. They do not give seasonal owners a break.

Please do not let the raise rates further, especially after stating there would be no increase. The addition of new homes connecting should cover their additional expenses.

The news release of 100% increase is probably just a threat to make customers feel a 50% increase is acceptable.

I

I Joyce Caughey

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

April 6, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

¶Your letter regarding the Gold Canyon Sewer Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Gold Canyon Sewer Company application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

¶Sincerely,
¶Bradley G. Morton
¶Public Utilities Consumer Analyst
¶Utilities Division
End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50897

3w 02519-06-0015

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50898

Date: 4/6/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Thomas Keith

Huey

Account Name: Thomas Keith Huey

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: Gold Canyon Sewer Company

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

[REDACTED]
Sent: Tuesday, April 04, 2006 7:16 PM

To: Bradley Morton

Subject: Gold Canyon Sewer Corp Rate increase

Dear Mr Morton,

I'm writing in regards to the requested increase by 101% by Gold Canyon Sewer Corp. In 2002 when they requested expansion of the current plant they assured home owners there would not be an increase. some increase over the course of four years may be acceptable but 101% is ludicrous.

I have lived in Gold Canyon for the past four years. The plant smelled, I smelled it every morning on the way to work and every night on the way home. They owed the community corrective action.

I am unequivocally opposed to this requested rate hike. the Corporation Commission will follow whatever procedures are mandated by law but approval of this request, at this amount, borders on the criminal.

Thank you for listening to my complaints. Feel free to contact me at 480-288-5683.

Sincerely,

Thomas Keith Huey

[REDACTED]
Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Thursday, April 06, 2006 9:10 AM

To: [REDACTED]

Subject: RE: Gold Canyon Sewer Corp Rate increase

Mr Huey,

I would like to acknowledge receipt of your opinion regarding the Gold Canyon Sewer Company rate case. I will docket your opinion which will make it part of the rate case and advise the Commissioners of your concerns. Please contact me if you have any further questions at [REDACTED]

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50898

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50928

Date: 4/6/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Joseph

Lundberg

Account Name:

Joseph and Betty Lundberg

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

Anzona Corporate Commission, APR 0 6 2006
Utilities Division, Consumer Services,
1200 W. Washington, ZCorporation CO'.
Phoenix, Arizona 85007-2996 Director of Ut'
April 4, 2006

Dear Mr. Brad Morton;

I'm writing this letter in protest against the proposed rate increase of the Gold Canyon Sewer Co. This proposal is very much out of line to normal rate increases that a utility would request. These utility charges have never been normal as they do not use a rate based on water usage but a flat one. We leave our Gold Canyon home every summer for five to six months and go to Show Low but we still have to pay a full rate even though we are not using water hence the sewer. Gold Canyon Sewer doesn't process any of our waste for half the year so why should they be paid for non services, much less get a rate increase. They have been making out for years as the majority of the people in the Mountain Brook area are seasonal. We have lived in localities such as Duluth, Minn. where they also have waste treatment plants but bill according to water usage. We are stuck with this sewer company as there are no other choices to pick from. One sewer line, one company and that is it. We need help so we must turn to your office, please deny their rate increase request and at least look at changing their billing procedure. I'm sure the Arizona Water Co. would share their billing and water usage records with the sewer company so as to make the sewer bill a fair one. Thank you for any help given.

Joseph and Betty Lundberg

[REDACTED]

Gold Canyon, AZ. 85218

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Consumer called and acknowledged receipt of opinion. Explained docketing process and Commissioners are made aware of his concerns. Provided my name and telephone.

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50928

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2006 - 50929

Date: 4/6/2006

Complaint Description:

08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Thomas G.

Harmon

Account Name:

Thomas G. Harmon

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Gold Canyon

CBR:

State:

AZ Zip: 85218

is:

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

Attention: Mr. Brad Morton

Algonquin Water Resources has recently applied for a huge rate increase in the sewer charges levied by Gold Canyon Sewer Company. An increase in excess of 100% appears to be absolutely impossible to imagine.

Although we are "snowbirds" and this is our first winter in Gold Canyon, it seems like our input should be heard. When purchasing a home I checked into the various utility charges to be assured this would be an affordable community. I was very surprised to find the water and sewer companies to be separate entities with sewer rates at a flat rate rather than based on usage.

In reading a newspaper article this morning I found that sewer rates for smaller homes and RV parks are substantially less than other single-family homes. It would be very interesting to compare water usage for other users to see if the varied rates are justified.

I also understand that utility companies are limited to a maximum return on investment of 10%. If that is correct then what has happened to Gold Canyon Sewer Company since 2002 when the last change took place for sewer rates' it appears this company is very poorly run or is trying to pull the wool over the eyes of the Utility Commission in order to have a company with such a huge rate of return that they will be able to sell the company and pocket a very sizable profit.

I would like to offer the following suggestions when reviewing this proposed increase:

- 1) Review water usage from the various "classes" within the rate structures to determine if rates are fairly levied.
- 2) Carefully review the current rates and proposed rates for return on investment to see if rates may already be excessive.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

3) Find out if sewer rates can be based on water usage as sharing of information from "public utilities" should be possible and with today's wealth of "computer information" those amounts could be readily obtained.

4) Consider varied rates for "snowbirds" as there is a high population of the Gold Canyon residents who are not using the sewers on a twelve-month basis.

5) Find out if Algonquin Water Resources would consider selling Gold Canyon Sewer Company to the homeowner associations that comprise of the majority of the residents in the area.

I hope the various suggestions offered will be reviewed carefully before any rate adjustments are approved.

Sincerely,

Thomas G. Harmon

Gold Canyon, AZ 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Consumer called and acknowledged receipt of opinion. Explained docketing process and Commissioners are made aware of his concerns. Provided my name and telephone.

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50929

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 50927

Date: 4/6/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **Doran**

Hays

Account Name: Doran & Louise Hays

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Gold Canyon

CBR:

State: AZ Zip: 85218

is:

Utility Company: **Gold Canyon Sewer Company**

Division: Sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 02519A-06-0015

Utilities Division

1200 West Washington

Phoenix, AZ 85007-2996 z

Re: Gold Canyon Sewer Company's plan to request an increase

GCWWTF Case # DOCKET NO. SW-02519A-00-0638

When we bought our home in Gold Canyon four years ago, we were led to believe that Gold Canyon Sewer Company's rather exorbitant rates reflected their quick recovery of their construction costs. Now I read that they want to impose an even more exorbitant monthly fee. They either need new management, or someone must be grossly overcompensated.

My wife and I are "winter visitors," spending half the year in Oregon and half the year in Gold Canyon. For the record, our annual \$420 sewer cost at Gold Canyon is 248% of the cost for the same annual sewer service in Oregon (\$169). And Gold Canyon Sewer wants an increase?

At current \$35.00/month, our Gold Canyon sewer cost is 91% of what we spend on Arizona electricity, 185% of what we spend on Arizona natural gas, and 215% of what we spend on Arizona water. There is no comparison between cost and value! And Gold Canyon Sewer wants a rate increase? I am amazed that Gold Canyon Sewer is claiming justification for an even more exorbitant rate! Shame on them! I trust that they will be called before your commission in September. We plan to be in attendance, and actively oppose their request.

Thank you for your consideration.

Doran & Louise Hays

Cc: Mountain Brook Village Board of Directors

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Consumer called and acknowledged receipt of opinion. Explained docketing process and Commissioners are made aware of his concerns. Provided my name and telephone.

End of Comments

Date Completed: 4/6/2006

Opinion No. 2006 - 50927
